

## Director's Corner

This month we continued to provide quality services to our WorkSource customers. As part of that work, we had a busy month implementing two major Lean service delivery strategies.

The H2A and MSFW programs began their implementation with a great two-day training for staff and administrators.

Meanwhile, WorkFirst staff and supervisors continued to implement their new service delivery strategy at new sites with the goal to have the program changes implemented statewide by April 1.

Staff also participated in a Kaizen event on REA that we anticipate implementing in April.

I continue to marvel at the great ideas and strategies that we are putting into practice every day to improve the work we do.

Way to go!

~Sandy Miller

## Landslide Response

As part of the state's response to the massive March 22nd landslide in the community of Oso (northeast of Arlington, near the central Snohomish-Skagit county line), Employment Security is taking steps to make Disaster Unemployment Assistance (DUA) available to those determined ineligible for regular unemployment benefits and unemployed as a direct result of the disaster. DUA is a special program requiring presidential authorization, and the state is assembling the information needed for a DUA request. News and media outlets will be notified and information will be posted to the "Alert" section of the agency's website (<http://www.esd.wa.gov>) if DUA benefits become available.

Employment Security is also coordinating with the Workforce Snohomish to prepare for submission of a Disaster National Emergency Grant (NEG) to the US Department of Labor. Disaster NEG's require the Federal Emergency Management Agency (FEMA) to declare a disaster area eligible for public assistance, known as a Category "A" declaration. The Governor's Office is preparing a request that the Oso disaster be so designated. If that happens, ESD will be ready to submit a Disaster NEG request. The main purpose of a Disaster NEG is to create temporary employment to assist with clean-up activities for an initial period of up to 6 months following the date of the grant award. In the meantime, ESD is further engaging Workforce Snohomish on disaster responses that might be supported by state Rapid Response Additional Assistance funds.

## New SKIES Lead Trainer Onboard

Workforce & Career Development division central office is thrilled to have welcomed Joanie Linder aboard as the state's new SKIES Training Coordinator on March 10, 2014. Joanie joined us from WorkSource Lewis County with more than six years' experience working with SKIES; of those, she served as the local SKIES trainer for four of them. Joanie also has significant program experience. She'll be working closely on the SKIES Technology Upgrade (STU) roll-out projects and the Common Measures training for SKIES regional trainers, in addition to her other duties as SKIES training coordinator. If you'd like to contact Joanie directly, you can call her at 360-902-9669, or e-mail her at [jlinder@esd.wa.gov](mailto:jlinder@esd.wa.gov).



## Rapid Response Long-Term Unemployed Program

In response to calls from President Obama and Governor Inslee for workforce agencies to continue focusing on efforts to reconnect long-term unemployed (LTU) to the labor market and employment, ESD set aside \$4 million in state Rapid Response Additional Assistance funds for local workforce development councils (WDCs) and their community partners to design and implement projects to re-engage LTU with services and resources available through the WorkSource system and local support networks. The application packages have been distributed and are due by April 17th. Applications will be reviewed and awards made by April 30th. The funds, once contracted, will be effective through March 31, 2016.

## Washington Service Corps—Member Support in the Resource Room

A large percentage of the customer base at Skagit WorkSource is composed of veterans looking for work, like Luie Tijerina. Catherine “Cat” Cassady, Washington Service Corps AmeriCorps member, states, “Assisting veterans like Luie helps me realize that one person can really get the ball rolling to get people started on their quest towards re-employment.”

Cat is one of 30 AmeriCorps members serving in WorkSource offices throughout the state, assisting customers in resource rooms and teaching basic computer literacy. One thousand individuals received basic computer literacy training facilitated by AmeriCorps members from December 1, 2013 through February 28, 2014. Eighty-two percent of these participants indicated they had increased their knowledge after participating in the training.

## DVR’s Community Rehabilitation Program

The Department of Social & Health Services (DSHS) Division of Vocational Rehabilitation (DVR) will be issuing a Request for Proposal (RFP) in May for the Community Rehabilitation Program (CRP), which is designed to maximize the ability of DRV customers to seek and maintain employment. CRP operates on a two-year contract, so the coming opportunity will be for July 1, 2014 through June 30, 2016. You can learn about CRP and the types of services, payment levels and outcomes expected of contractors by visiting the CRP website at <http://www.dshs.wa.gov/dvr/Contractors/CRP/CRP.aspx>. Among the menu of contracted services are vocational evaluation, community-based assessment, trial work experience, intensive training, job placement and job retention. A copy of the current contract, information on how to become a contractor and a listing of current contractors by county are located on the website.

## DVR State Plan

DSHS’s Division of Vocational Rehabilitation (DVR) is preparing to draft a new three-year state plan that will go into effect on October 1, 2014. The drafting process is expected to get underway in earnest in May, with the goal of having a draft document completed by the end of June. That will be followed by a series of regional meetings, at which local stakeholders, including workforce development councils, will be encouraged to engage in the process. A key component of this plan development effort is to explore ways in which the workforce system can increase services, especially transitional and mental health services, to vocational rehabilitation clients. As part of the plan development process, DVR also intends to revisit the Memorandum of Understanding between its agency, ESD and the Workforce Training and Education Coordinating Board (WTECB).

### New Policy Guidance

[WIN 0054](#) – Guidance on Use of Federal Formula Funding to Compensate Local Staff for Time

### April 2014 Featured Events

LEAN: Getting Started  
Module 2—Standardized  
Work and Visual Controls

April 8, 9:00 a.m.  
April 18, 1:30 p.m.

[Staff Development Calendar](#)



### *Send us your feedback!*

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